
Operations

Agent telephone displays

Agent telephones equipped with display show information relating to call presentation and certain key functions. These displays are supported by NACD.

Network ACD functions also add information to the displays that is pertinent to the network functions involved with a particular call. The display is dependent on the conditions for each call presented.

Set displays for different telephones are significantly different. Please consult the appropriate user guide for your telephones.

Specific telephone displays are addressed in the *Meridian Modular Telephone user guide—North America* (P0800565). Please refer to the supporting documents listed in the front of this document.

Management reports

Package C for ACD provides traffic reports on a regular basis to assist supervisors. There are ongoing status displays, and four types of periodic reports and daily totals reports. These reports are essentially unchanged by NACD operation; but, the values generated in the output fields are changed according to the NACD traffic for your application.

Calls are diverted for different reasons, and Network ACD diverts calls over widely separated locations. Some calls overflowed by Network ACD may end up in queues that are reported under Management. Package C reports do not differentiate between Network calls and regular ACD calls (local). ACD supervisors can use the following calculations to interpret their Management reports. Network ACD impacts Report 2 (REPT 2), the Queue report, in Package C.

Administration and operational measurements

There are certain administrative works that must be performed before users can benefit from this feature.

Service change

Several service change programs need to be modified for this feature. The list includes overlays 11, 12, 20, and 95.

Overlay 11 No new prompt is added to this overlay. However, after each service change sequence, a language request is sent to the M2xxx set along with the proper download sequence.

Overlay 12 No new prompt is added to this overlay. The existing overlay already has a language preference prompt. The M2250 language preference will be taken from the response to the existing language prompt.

Prompt	Response	Comment
LANG	0–5	0 = English 1–5 = Roman

Overlay 20 Language selection will be printed for Aries sets. The output format will be as follows:

Prompt	Response	Comment
CPND LANG	ROM/KAT/ENG	Roman, Katakana, English

Overlay 95 Extensive changes are needed for overlay 95. This overlay must be able to allow and differentiate different languages for the CPND name inputs. Hence, a new language prompt is added to the existing sequence of prompts for this purpose. In the following simulation, uppercase prompts are the new or changed prompts.

Table 8
Prompts and responses

Prompt	Response	Comment
req	new/chg/out/prt	
type	name	
cust	xx	
LANG	ROM/KAT/ALL ¹	Roman, Katakana, or All (for req = out)
(page)	(yes/no)	dial intercom
dig	ggg mm	group/member
name ² (xpin)	xxxxxxxxxxxx xx	name entered for the dig member
...	...	directory number
dn	xxxx	
name ³ ...	xxxxxxxxxxxx ...	name entered for the dn
(xpin)	xx	
Note 1: ALL is an option only when the response to req is out. ALL will take out all language entries stored against a DN or dig. Note 2: dig will be reprompted if req is chg. If req is new, dig will be reprompted after xpin. Note 3: dn will be reprompted if req is dn. If req is new, dn will be reprompted after xpin.		

Traffic measurements

Whenever the English CPND is generated from the Roman CPND, the resulting English CPND string may be longer than the Roman CPND that it is generated from (some Roman language characters translate to two English characters) and results in a slight increase in traffic.